

## OWL Student FAQs

Students: These are the most frequently asked questions about OWL. If you have additional questions, please enter a keyword into the Search box at [www.cengage.com/chemistry/owlsupport](http://www.cengage.com/chemistry/owlsupport).

### How do I purchase access to OWL, register, and log in to OWL?

Please see the short video: **How to Purchase Access to OWL, Register, and Login** at <http://www.cengage.com/owl/video/gettingstarted> (4:20).

The same process is also covered in the **Student Quick Start and Access Code Guide** at [www.cengage.com/chemistry/discipline\\_content/owl/support/student\\_quick\\_start.pdf](http://www.cengage.com/chemistry/discipline_content/owl/support/student_quick_start.pdf).

### What if I forgot my login and password?

If you forget your login or password, click **I've forgotten my login and/or password** on the login page. For other login issues, use **Login Help** on the left navigation menu on the login page.

### How do I contact Technical Support for OWL?

To search our Knowledgebase of Frequently Asked Questions and download other resources, you can click **Support** at the top of [www.cengage.com/owl](http://www.cengage.com/owl) or any page in OWL. If you don't find what you need, click **Sign-in** at the upper right corner of the OWL Technical Support site. If this is your first time to the site, click **Create a Cengage Learning Account**. Returning users can sign in. Then, click **No, please create a new case** at the top of the Critical Issues box. You will receive live chat options and email updates after opening a case.

### Why can't I directly call or email someone at Technical Support?

Support is offered as described above because:

- It saves time. You only enter your contact information once. If you contact Cengage about any product in the future, you will not need to enter this information again and can immediately submit your issue.
- The Technical Support agents can resolve your issue faster because the new case form asks for all the necessary information, and they don't need to contact you for missing information.
- You can sign in and track the history and progress of your issue at any time, which makes technical support transparent to the user.
- You are kept informed through email updates when any change is made to your case.
- Remember, you will receive live chat options after you open a case. The chat representative can see your case and immediately begin working to resolve your issue.

### I purchased an access code online. How do I get it?

After your purchase is complete at Cengagebrain.com, you can get your Instant Access Code in any of these ways:

- You'll receive an email containing the access code and OWL registration information at the e-mail address that you provided during the purchase.
- Go to [www.cengagebrain.com](http://www.cengagebrain.com) and log in to your account using the username and password you used to purchase your code from CengageBrain. On the My Home page,

click **Open** next to the OWL product that you purchased to view a duplicate of the e-mail with the access code and OWL registration information.

- You can call CengageBrain.com’s Customer Service at (866) 994-2427 or email them at [cengagebrain.support@cengage.com](mailto:cengagebrain.support@cengage.com).

**What if I chose the wrong course or section while I’m registering my code in OWL?**

If you chose the wrong course, section, or instructor during registration, you do not need to contact Technical Support. Instead, log in to OWL and click **Add/Switch Course** from the left navigation menu to enroll yourself in the correct course or section. Note that if you switch yourself into a different section in the SAME course, your grades will transfer. If you switch courses, your grades will not transfer. Talk to your instructor if you need to switch courses after completing work in OWL.

**Should I register my access code in CengageBrain?**

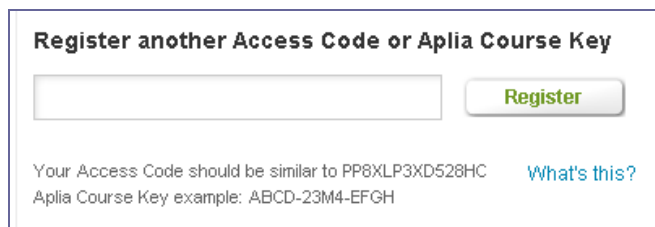
No, you can only register OWL access codes at [www.cengage.com/owl](http://www.cengage.com/owl). Please ignore any offers in CengageBrain (shown below) to register your access code there.



Register  
Access Code or Aplia Course Key

Enter Code

what's this? register



Register another Access Code or Aplia Course Key

Register

Your Access Code should be similar to PP8XLP3XD528HC    What's this?  
Aplia Course Key example: ABCD-23M4-EFGH

### What if I chose the incorrect textbook or incorrect school during registration?

If you made a mistake during registration, contact Technical Support at [www.cengage.com/chemistry/owl/support](http://www.cengage.com/chemistry/owl/support) and sign in to create a new case. Explain that you registered incorrectly. They will reset your access code so that it can be used to register correctly.

### How long will I have access to my eBook?

Your eBook in OWL will be available for as long as your OWL access (either 6 months or 24 months). If you have 24-month access and want to access the eBook after your regular course ends, enroll in the "View My eBook" course.

1. Choose **Add/Switch Course** from the left navigation menu.
2. Click **Add New Course**.
3. Click the blue arrow next to the "View My eBook" course.
4. Choose **My Courses** from the left navigation menu, and then choose the "View My eBook" course.
5. Choose **eBook** from the left navigation menu to open the eBook.

If you do not see a "View my eBook" course, click **Support** in the upper right corner of the OWL page and sign in to create a new case. Ask Technical Support to set up a "View my eBook" course set up for your school. Fill in all of the fields at the top of the form. In the Content Help area, enter the following:

For OWL Assignment Name and Number, enter "View My eBook Course Request"  
For Description of Problem, enter "Please set up my school with a View My eBook Course."

You will receive an email confirming that the course is set up so you can enroll in it.

### How do I change my contact information or password?

Click **My Account** from the left navigation menu to change your student number, password, email, or phone number.

### What are hardware, software, and system requirements for OWL?

To run OWL you will need an internet connection and web browser. The browser version and plug-ins needed depend on which OWL course you use. Introductory assignments in OWL will specify browser requirements and provide tests to easily check if your browser is configured correctly for use with OWL. The easiest way to set up your browser is to run through the introductory assignments as a student.

1. Go to [www.cengage.com/owl/demo](http://www.cengage.com/owl/demo)
2. Choose **GOB Chemistry**
3. Click **Assignment List** in the left navigation menu
4. Complete the first two assignments, Intro 1a and Intro 1b. These two assignments will guide you through browser tests and provide troubleshooting pages if the tests fail. If you are an Organic, Biochemistry or GOB student, also complete Intro 4: MarvinSketch Tutorial for GOB.

For technical issues related to **browser** set up for OWL, see the troubleshooting page at [www.cengage.com/chemistry/discipline\\_content/owl/support/instructor\\_technical\\_troubleshooting.pdf](http://www.cengage.com/chemistry/discipline_content/owl/support/instructor_technical_troubleshooting.pdf)

### How do I get to my Current Course Assignments page?

1. Log in to your OWL course.
2. From your Course Home page, click **Assignment List** from the left navigation menu or click **Go to Assignments** above the calendar on the right. Both will direct you to the Assignment List page. Click the **Current Assignment** tab to display your current assignments.
3. Click any assignment name to begin. You can also click the **Past Assignments** tab at the top of the page to work any overdue OWL assignments. Any work done on overdue assignments will not change your grade.

### I keep getting Security Warnings in Internet Explorer. How do I stop these warnings?

1. Open your browser and login to OWL using Internet Explorer.
2. Click **Tools** on the top toolbar in Internet Explorer.
3. Under Tools, go to **Internet Options**. Click the **Security** tab, and then click the **Custom Level** button. Under the Miscellaneous Items, check the box to enable **Display Mixed Content**.
4. Click **OK**, and then click OK again.

If you are still getting page view errors, you can try changing the Compatibility View Settings.

1. Log in to OWL with Internet Explorer.
2. Click **Tools** in Internet Explorer.
3. Click **Compatibility View Settings**.
4. Enter "www.cengage.com" in the **Add this website** field and click **Add**. Click **Close** to return to your OWL course.

### I get a warning when I open MarvinSketch questions. What do I do?

Please see MarvinSketch Troubleshooting page at

<http://owl.cengage.com/custom/inputs/marvinowlsupport/marvin5/troubleshooting.html>

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